

DUPLICATE CLIENT INFORMATION JOB AID

Duplicate client information and EIS screen display

- On the CLIS (Client Inquiry Short List) the identified duplicate client will display highlighted across the entire client information line, indicating the client has already been identified and referenced as a duplicate client in EIS.
- The identified duplicate clients CLPM displays the following highlighted EDIT message across the top ****DUPLICATE CLIENT...SEE CLIENT #06XXXXXXX**** referencing the correct client identification number to use.
- CLPM screen functions are unavailable for identified duplicate clients, which prevents staff from using a duplicate client for another application or another program or case number.

NOTE: If you see the same client name displaying with two different client ID numbers, you may be looking at a duplicate client. Please report it to the Help Desk via the Help Desk template off of the Sys Ops website, or an email message to: EIS Helpdesk or EISHelp@alaska.gov

- **DO NOT MAKE ANY CHANGES TO the clients name, date of birth, ssn, or sex fields**
- **DO NOT remove the client from any case number**
- **DO NOT authorize benefits**
- **DELETING AN APPLICATION will not fix a created duplicate client**

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** DUPLICATE CLIENT...SEE CLIENT #0600075612 **
EIS CLPM                      CLIENT PROFILE/MAINTENANCE                      120312 09:33
                                TRN-RONDA T
1. SAVE FOR MAINTENCANCE (CLIA)    4. CHANGE IDENTIFYING DATA (CLMA)
2. DELETE CLIENT FROM PROGRAM      5. VIEW SANCTION/DISQUALIF (WOSA)
3. NOT AVAILABLE                   6. MAINTAIN ALIAS INFORMATION (ALMA)
                                FUNCTION:
ENTER FOR FUNCTION 2:  CASE NBR:      PROG:      BEN MTH (MMYY):
CM OFF/UNIT/CSLD:      TOTAL TA MTHS USED: 000    BA EXMPT MTHSUSED:000
NAME/ALIASES           LAST TA MTH AUTH:      CLIENT ID: 0600075611
JOHNS , TERRI                                     S.S.N.      :
                                                    BIRTHDATE:07192004
                                                    SEX: F      ALERT:
PGM  CASE NBR  PART  START  END  STAT  FSO  UNIT  CSLD  REL  DEN/CLO  ALERT
01 ME 00032402  OU
<== INQUIRE ON INVOLVEMENT (PRIP)
PAGE 01 OF 01  PF3=TOP  PF 4= CLIS  PF5=CLIR  PF7=SCROLL UP  PF8=SCROLL DN
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